

Depute Chief Executive's Update: Issue 04/20
 Coronavirus (COVID-19) - Service Updates: Friday 28 August 2020

PLACE, NEIGHBOURHOOD & CORPORATE ASSETS: SERVICE UPDATES: Friday 28 August 2020

ASSETS & FACILITIES

Facilities Management

The focus for FM over recent weeks has been the preparation for return of children to schools. Additional day cleaning staff are operating during the hours of 9am and 3pm across all school sites to ensure our estate meets the necessary cleaning standards and new checking and escalation regimes have been put in place to provide colleagues in education, children and parents with reassurance as schools have returned. Recruitment of additional cleaning staff is ongoing with a large number of offers of employment issued following the first round of recruitment. A second round of recruitment is ongoing.

Catering services within our education estate are operating a grab and go service across all schools at present, providing soup and sandwiches whilst we work within ongoing social distancing measures.

Property Maintenance

Gas Safety Inspections are ongoing in Housing properties where access can be taken safely and the emergency repairs service continues to be provided. Works to temporary homeless voids are ongoing with the delivery of mainstream voids, capital works and non-emergency repairs to recommence shortly.

Officers are working with colleagues in the Change Team to improve performance reporting. Asbestos management survey data across the non-housing estate is in the process of being refreshed. A new smoke and heat detector installation programme throughout the housing estate has commenced to ensure compliance with new Government regulations which come into force from February 2021.

The service is also undertaking a number of urgent and non-urgent repairs across the education estate following a programme of visits carried out by senior officers to all schools. This will be progressed over the coming weeks with a new reporting system also rolled out to schools to log repairs.

Assets & Estates

Work continues to deliver major projects at Southbank House, KHCC and all Early Years sites. Revised programmes for delivery of major projects have been received and timescales are in the process of being verified by officers, these will be confirmed in early course. New polymeric pitches at Balmuildy PS and Meadowburn PS are completed in advance of the new school term and have been a welcome addition for children returning this term. Works to the pitches at Torrance and Hillhead are due to commence in September.

Officers in Estates Management continue to assess all maintenance contracts and instruct works to ensure all service inspections are up to date. Estates leading on the instruction of urgent and non-urgent works across the school estate.

HOUSING

Homelessness

The Homelessness & Prevention Team continue to work from home with homelessness advice/assistance including provision of housing support being delivered via the telephone. The team were contacted by 27 new homeless applicants during August. Since April the Team have taken 109 homelessness applications, this is significantly lower in comparison to previous years. As at 28 August 201 households were in temporary accommodation (none of which are in bed & breakfast) with support being maintained and options being developed for longer-term housing solutions.

All supported accommodation is full at this time. During August 6, households were assisted to view private lets in the area via our Rent Deposit Guarantee Scheme, which also takes pressure off temporary accommodation.

Following the recommencement of tenancy sign ups, the Homelessness & Prevention Team is working alongside the Estates Team and key partners to provide support to the homeless households moving to their new settled tenancies in the next few weeks.

The out of hours service continues to ensure homelessness provision is available as per current legislation; 24 hours a day. Since 1 April 2020 we have received 150 calls to our out of hours service, this is significantly higher than previous years (average 40 per quarter).

Rents

The Rents Team has restarted rent recovery procedures on a case-by-case basis. Arrears balance letters will be sent to tenants to alert them to the fact they have rent arrears and how much they are, this is intended to support payment agreements being put in place but if not we will start to issue 1st and 2nd reminder letters. We cannot carry out any evictions until at least March 2021 and this looks like it could be further extended. The rents team will support and assist as many tenants as they can with UC claims, DHP claims and putting affordable agreements in place.

Rent arrears were down in the early weeks of the new financial year but took a steep rise, as expected, and are now sitting at £1,297,780 (week 20 (2019) arrears were £1,050,753). So an increase of £247,000 on last year's figure we are keen to start recovery to try to bring this figure down again however note that restrictions on progressing eviction actions are still in place.

Estates

Voids and sign ups - Housing Officers working on signing up as many people as they can: 23 new builds now signed up and a further 7 mainstream voids signed up (properties that were ready to re-let just before lockdown).

Other services - anti social behaviour continues to be much more prevalent – we now have approval to carry out SSST conversions which we are in the process of doing along with legal services. The eviction rule only applies to rent arrears so the Housing Team are keen to take forward anti social behaviour cases that are causing our tenants distress. Also looking to set up regular monthly anti social behaviour monitoring meetings with community safety, the police and legal services to allow us to keep on top of all the cases.

Tenant Participation

The Tenants Taking Part newsletter is due to be delivered to all tenants in the coming week this is very much a Covid related newsletter and has some excellent information from departments throughout the Council –there is also a section on our Tenant Satisfaction Survey (TSS) results. The TPWG will

also be done through online Teams – the next one is scheduled for Thursday 17th September at 2pm where the agenda will cover an in depth look at the TSS results as well as a look into management of HRA assets.

Housing Development and Capital
 Sites restarted after lockdown has resulted in handover of Phase One and Kilmardinny (Stage One) which is nearing completion. Phase Three is anticipating DA approval this week with an award within 6 weeks time anticipated.

TJ House has reached Financial Close as of 28 August with a start on site anticipated for the beginning of September which includes landscaping and establishing compounds.

In terms of capital programmes, the MR Render is now starting and HEEPS is now in the snagging phase. New HEEPS 20/21 and Mixed Tenure work are awaiting Command and Control approval progress to an award. Risk Assessments are being assessed for Solar Thermal and Electrical Rewires, which will be difficult to progress but consideration is being given to a more limited restart. For Rewires work will recommence on voids to begin with. Windows and Doors contracts are recommencing with a concentration upon a backlog of manufactured windows at first.

Two shared equity re-purchases are being progressed while five open market purchase enquiries are being considered.

LAND PLANNING & DEVELOPMENT

Planning Applications and Building Standards

The Planning Service is currently operating as close to normal services as possible. PPE has been made available and site visits are now taking place for planning and enforcement officers in accordance with the relevant risk assessments.

Close working with colleagues in licensing continues in order to manage the large increase in outdoor seating areas in a timely and proportionate manner.

The team are currently working on finalising reports for the next forthcoming Planning Board meeting due to take place on the 29th September. We are not yet in a position to safely provide site visits for this or the LRB, therefore officers have put arrangements in place for Enhanced Briefing Sessions for each agenda item, to take place in advance of Planning Board. This has been scheduled for the 24th September and meeting invites to Members have been issued.

Building Standards is also operating as close to normal services as possible. PPE has been made available and site visits are now taking place for those properties and sites where suitable alternative evidence is not appropriate. All in accordance with the relevant risk assessments. The service has had a considerable amount of enquiries regarding site starts, ongoing works and Completion Certificate Submissions. For works on site which are ongoing the service is continuing to encourage the submission of photographs and any other alternative methods as a means to verifying compliance as works proceed.

Weekly updates continue to be provided to Scottish Government Building Standards Division to monitor performance of Building Standards at a national level.

Land Planning and Sustainability Policy and GIS

The Council's Local Development Plan 2 was approved at August Council. Officers are therefore now organising in detail the consultation on the Proposed LDP2 to take place from late September to December 2020. A technical note will be issued with full details once available and in advance of the representation period starting.

Work continues to progress with on the development of an Economic Recovery Plan, in order to present it to Members in the coming weeks. The Plan draws together actions across the Council and those being progressed by economic partners as part of delivery of Local Outcome 1.

Work has commenced on a Scottish Government funded local heat and energy efficiency pilot project. This will identify potential interventions to reduce carbon emissions from housing and non-domestic properties within East Dunbartonshire, supporting the delivery of carbon reduction measures in the Council's forthcoming Local Heat and Energy Efficiency Strategy and Carbon Management Plan.

Work on the Council's other key Land Planning and Sustainability Strategies and Plans is ongoing. This includes ongoing policy development, continuation with consultation using electronic methods and plans and strategies being presented to Council for approval.

The GIS team have continued to work alongside key partners such as the policy, sustainability, planning building standards and environmental health teams to deliver key projects and analysis for developing strategies. The team continue to support the spatial element of the Local Development Plan 2, with the analytical aspect nearing completion on transport and other key datasets, focus now moves to the design and creation of the digital platforms of the Local Development Plan 2, which will include a fully interactive map and Story Map, giving greater access to the plan on any device to all elected members and members of the public. The team have also continued to work with the planning and building standards teams, developing new reporting tools on applications and enhancing the current Enterprise module to enable a smoother workflow process for line managers. Finally, consultation has commenced with elected members on the naming of the former Tom Johnston site, due to be concluded next week

City Deal, and Regeneration & Town Centres

City Deal resources are being put in place to undertake the project. Interviews are taking and it is hoped offers of appointment can be made early Sept. Officers continue to engage with partners across the City Region on our developing City Deal project. However, work on the business case has been delayed due to the ongoing impact of Covid-19. This has also affected wider regeneration works and engagement with a range of local regeneration and town centre bodies, although work continues to develop projects and progress external funding opportunities.

Officers have successfully supported local community partners in Bishopbriggs, Lenzie, Lennoxton, Bearsden and the Kirkintilloch BID Steering Group to secure Scottish Towns Partnership (STP) resilience funding to aid town centre recovery from the ongoing impacts of Covid-19. The team are working with community councils, local churches, a business park and Dunbartonshire Chamber of Commerce to purchase PPE, hand sanitiser, social distancing messaging and screens plus digital commerce and marketing support for town centre businesses.

The virtual Kirkintilloch Canal Festival went live on the 17 August and ran for six days. Online content has been developed by suppliers and creatives who would normally be part of the physical event and includes storytelling, animation, games, fireworks and music videos. The hope is that local restaurants and takeaways will offer deals to coincide with the virtual event.

Officers are providing ongoing assistance to the Milngavie BID and their efforts to support town centre businesses in Milngavie as required.

A Regeneration Capital Grant Fund (RGCF) application has been submitted for the Twechar Canalside Project in partnership with Twechar Community Action. An expression of interest has also been made to the Community and Renewable Energy scheme (CARE) for the project and the Campsie Memorial Hall. This funding would allow feasibility studies to be undertaken looking at sustainable energy options such as solar panels or ground source heat pumps for the buildings.

Business Support

All grant streams closed on 3 July 2020 and reporting for Scottish Government has been finalised for Newly Self Employed and Bed and Breakfast. A number of queries/appeals remain in respects of Business Grants for Phases 1, 2 and 3 and these are currently being worked through. To date almost £13 million has been paid out. Scottish Government is still to confirm final reporting date for the business grants. Following this substantial work will be required to provide information to both Scottish Government and Audit Scotland for a National Fraud initiative.

Business Gateway continues with its normal service provision however and is experiencing increased demand for support across all sectors. Redundancies and business closures are on the increase with trade not returning to the same levels for many businesses.

Allocation of Digital Boost support has been confirmed, due to start in September, and although this will help much more financial and physical support is needed for the business sector to retain viability and increase sustainability

Traffic and Transport

Business as usual activity continues with the team working remotely on 2020/21 projects in preparation for return to normal operations. Site visits have recommenced with a number of access and core path issues being resolved.

The team has been successful in a funding bid to the Bus Priority Rapid Deployment Fund (BPRDF). The fund supports the Transport Scotland led Transport Transition Plan, which is looking at measures across the City Region to support sustainable travel in the next stage of lock down easing. Over £100k of funding will be used to progress proposals for the A803 corridor including bus stop improvements and signal optimisation.

Promotion of active travel in schools continue with Temporary Traffic Regulation Orders being finalised, social distancing prompts on footways and promotional initiatives.

NEIGHBOURHOOD SERVICES**Waste Services**

Collections are operating normally for residents whilst social distancing restrictions continue to apply in vehicles. Tonnage from household waste collection has been significantly high, and the service is now beginning to see a drop as lockdown restrictions ease.

Date	EDC Residual Collections		
Total week 1 (01.03.20)	427.06	Baseline	
Total week 2 (08.03.20)	413.82		
Total week 3 (15.03.20)	378.56	-4%	
Total week 4 (22.03.20)	425.44		
Total week 5 (29.03.20)	434.64	+9.5%	Lockdown Announced
Total week 6 (05.04.20)	486.32		
Total week 7 (12.04.20)	531.86	+33%	
Total week 8 (19.04.20)	583.62		
Total week 9 (26.04.20)	530.14	+29%	Cans, Glass, Plastic Recommended

Total week 10 (03.05.20)	556.64	
Total week 11 (10.05.20)	538.62	+31%
Total week 12 (17.05.20)	568.68	
Total week 13 (24.05.20)	574.6	+35%
Total week 14 (31.05.20)	564.36	
Total week 15 (07.06.20)	563.98	+31%
Total week 16 (14.06.20)	539.5	
Total week 17 (21.06.20)	558.26	+26%
Total week 18 (28.06.20)	509.62	
Total week 19 (05.07.20)	481.32	+18%
Total week 20 (12.07.20)	511.82	
Total week 21 (19.07.20)	489.2	+13%
Total week 22 (26.07.20)	464.26	
Total week 23 (02.08.20)	464.94	+13%
Total week 24 (09.08.20)	490.02	

Paper/Cardboard
Recommended

Civic Amenity Site
Reopened

Recycling Collection

Collections are operating normally for residents. There has been a significant rise in recycling collected from the kerbside June/July as below

	Blue Bin Collection		% Increase
	2019	2020	
June	364	424	16%
July	265	329	24%
Brown Bin Collection			
June	471	738	56%
July	366	477	30%

Food Waste Collection

Collections are operating normally for residents. Awaiting on tonnage information following service commencing.

Green Waste Collection

Collections are operating normally for residents.

Bulky Collections / Bin Deliveries

Currently suspended with resources being prioritised in the delivery of front line kerbside collection services. Officers are continuing to review resourcing levels and planning is ongoing for an early recommencement. This will be updated in the next members briefing.

Mavis Valley Recycling Centre

The site reopened on 1st June 2020 with the supporting ATR site supporting for the initial 5 weeks. Mavis Valley is currently operating on reduced opening hours. The internal Roads team continue to manage traffic at the entrance to the facility afternoons / weekends.

The Household Recycling Centre has processed an increase of 51% of tonnage in comparison to the same period last year.

	Tonnes
June / July 2019	2070.85
June / July 2020	3129.11

Fleet Services

The workshop is operating on shorter shifts with the focus on HGV servicing and all MOT tests. Office based staff working from home and going into the office when required for deliveries, supporting the workshop etc. The service is currently two mechanics short, one has retired and another on long term sick with recruitment ongoing and interviews taking place this coming Monday.

PLACE & COMMUNITY PLANNING**Shielding and Caring for People**

Team members had been leading the cross-council Shielding and Caring for People work stream that was operational over the last 5 month and has now moved into the 'recovery' phase following the Scottish Government advising that COVID-19 infection rates in Scotland are currently low across communities, and that the national shielding programme is paused. Notwithstanding, support will continue through the free national assistance helpline 0800 111 4000 and ED local call handlers will refer onto officers in the Community Planning Team who will continue offer a range of support services as required, and these will include financial queries, utilities & housing issues, food poverty and well-being matters etc.

Significant work with the third sector, particularly with EDVA and their networks of volunteers, and with the ED Foodbank is ongoing. Where food insecurity is identified then officers are able to provide a referral for those in food crisis.

The teams has also worked with colleagues from SCVO, council services and third sector organisations to deliver the Scottish Government Connecting Scotland project aimed at tackling digital exclusion for people on low incomes who were at greatest risk of isolation due to coronavirus.

Child Poverty continues to be a focus and the preparation of the annual Local Child Poverty Action Report is ongoing, as is important statutory work on Equalities. The Community Grant Scheme is moving to an online process and the team is currently preparing for the launch of the next round. Our Syrian families continue to be supported full time by our Resettlement Officer with intensive support provided throughout the pandemic.

As lockdown eases, the team prepare the ongoing support and assistance with strengthened partnership working and a focus on our Place areas, building on the community response and local action.

Test and Protect

The 'Test and Protect' programme' comprises of Test, Trace, Isolate and Support. Environmental Health Officers are currently working with public health partners at GGC NHS Board on contact tracing. The transition to the national programme has now taken place, however more complex cases will continue to be dealt with by public health in local health board areas or Environmental Health Officers in the field and out at premises.

COVID cases and any future identified clusters or regional/ local incidences of COVID-19 will involve Environmental Health and partners working collectively through the established GGC NHS Incident Management Plan to control outbreaks.

Environmental Health and Trading Standards

Continue to enforce the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 as well as providing individually tailored advice and guidance to our business community on both the legislation and Scottish Government guidance. The legislation and guidance continues to evolve adapting to the latest public health advice. Last week bingo halls, casinos, funfairs and bowling alleys reopened. On 31st August then gyms, swimming pools and indoor sports courts can reopen.

A significant and ambitious piece of work involving proactive visits to the ED hospitality sector is programmed in the coming weeks, in order to assess compliance, offer additional guidance and where necessary take enforcement action.

The new Health Protection (Coronavirus,Restrictions)(Directions by Local Authorities)(Scotland) Regulations 2020 come in to force on 28th August. These regulations give Local Authorities the power to issue directions to specified premises, events and public outdoor places in its area. A direction may be given when it is necessary for the purpose of preventing, protecting against, controlling or providing a public health response to an incident or spread of infection by coronavirus.

Trading Standards has experienced an anticipated increase in demand since the reopening of most business premises, relating to consumer issues, doorstep crime and financial scams. There have been some particularly harrowing examples of scams in the last week involving vulnerable residents and very substantial sums of money. The team continue to work closely with Social Work and Police Scotland in relation to these crimes.

Licensing Advisers are continuing to provide advice, guidance and support to local businesses on licensing matters through easing of lockdown and supporting these businesses through economic recovery.

Community Safety

The team continues to undertake a range of duties including investigating instances of fly-tipping, Control of Dog offences as well as an emergency pest control service. Mobile CCTV is being deployed across the Council area in conjunction with colleagues in Police Scotland.

Community Wardens commenced advisory patrols for DPE across town centre areas on 3 August, and at the newly opened schools as from 12 August. On-street enforcement for parking offences commenced week beginning 17 August. Charging and enforcement in off-street car parks commences Monday 14 September 2020. The car park at Kenmure, Bishopbriggs will also become a chargeable car park at this time. The team continues to provide a remote service in terms of neighbour complaints/disputes providing advice by phone, email and liaising with colleagues in other services including Housing, Social Work and Police Scotland.

**ROADS &
ENVIRONMENT**

Roads Network Operations

The roads Network Operations team continue to work on a rota basis to carry out repairs to all road safety defects reported on the road Network where social distancing can be maintained. In addition the annual Gully maintenance programme has commenced with all primary routes now completed. The team will now move onto our secondary routes along with reported gully defects.

Roads Network Operations have also provided 24 hour emergency response to any emergencies across the network most recently the flooding events and tree damaged caused during recent periods of wet and windy weather. Flood gates were erected on Milton Road and Campsie Road Kirkintilloch on 4th August in response to some very severe wet weather with diversion routes in place. Over this period with the assistance of external contractors the team worked to remove excess water from the carriageway as well as assist residents experiencing water ingress into their property as a result of the weather.

The team are continuing to support colleagues in Waste with the operation of Mavis Valley Transfer Station, providing traffic management to assist with the control of vehicles accessing the site.

Roads Inspectors are now carrying out all statutory safety inspection routes as well as investigating issues reported across the road network. As operations by utility companies have now increased the inspectors along with the Utility technician have commenced inspections of their operations as required. Inspectors and technician are now continuing to review and process and permit applications submitted to the Roads authority.

The Roads technical team have continued to complete advanced preparation works for Capital projects as well as gather information for annual Asset Management and Performance submissions. The team are also working on preparing of several Tenders for other Capital Works, including frameworks which may assist in delivery of projects delayed due to COVID 19.

The Roads lighting operational team, where initially only responding to life and limb emergency however the team have now amended working procedures and risk assessments which has allowed the team to return to standard operations, albeit with reduced resources. Some routine repairs to footpath light units are still on hold due to social distancing requirements. The team are now progressing with all reported lighting issues on the Network as well as assisting the Community protection team with the erection of temporary CCTV cameras.

The lighting technical team have been and continue to work on ongoing tasks suited to home based working such as processing inventory records, updating and data cleansing. They have now returned to site inspection duties and have and are liaising with developers to carry out site inspection and testing of new developments and progressing any new adoptions. Advanced preparation ahead of this year Christmas Light installation works has also been carried out with materials now ordered to allow installation to begin in September. The team are progressing design for capital upgrade works and are working with our Health and Safety team to amend the necessary Risk Assessment and safe Working Practises to allow a return to the capital street lighting upgrade projects. The team have also responded to any planning applications which have been received.

The Roads Network Team is continuing to review Risk Assessment and Safe Working Practises in response to Government guidance and are actively working towards increasing activities to allow a return to the Capital Resurfacing programme. Initially it is expected that the footpath resurfacing will commence first with the carriageway projects following on when transport and welfare facilities are addressed.

Roads Technical & Engineering

The Structures Team have completed the works to the underside of Hungryside Bridge near the canal at Torrance. Road markings which have still to be completed are delayed by the weather. Current works include low bridge signing and chord marking replacement with Network Rail at four rail bridges. Ongoing works include graffiti removal and repainting on Wester Cleddens Road, Westerhill Road and two underpasses in Bishopbriggs. Again, this is delayed by the weather. Planned works include finishing jobs and repairs that were started before lockdown these include: Burncrooks Bridge scour protection, parapet rebuild and safety barrier installation; retaining wall rebuild and repair at Clober Road Milngavie; and repairs to a culvert on College Gate Bearsden. General and Principle Inspections are now underway and will continue over the coming weeks.

Flood & Drainage

Flood Prevention Officers have been responding to enquiries from the public over the recent flooding event.

With our contractor, Officers have carried out flooding and drainage investigations at various locations throughout the authority area.

Drainage upgrade works on the Mugdock Road and Canniesburn Road have been completed.

Traffic Officers have continued to provide observations on planning applications and licences for outdoor food and drink sales. Tenders are being prepared for traffic surveys and road lining, including for Milngavie Road, which will be overnight working.

Officers have been liaising with Police Scotland over the increase in speeding complaints that have been received over the past few months. Officers have collected, packaged and distributed the Starting School orders for P1 pupils.

This is in addition to traffic signal maintenance, customer correspondence, FOI responses, processing essential road works notifications and assessing abnormal load notifications. Coordination of utility works is now back to the normal level with use of video calls where possible and in person where necessary. The Roads Register has been updated with the proposed Capital programme.

Streetscene Operations

The third cycle of grass cutting is underway in the three operational areas. All grass Leisure Trust pitches have been cut and renovated for play, and verti-draining has been arranged for early September. A grass pitch upgrade at Station Road has been completed and handed back into council maintenance following extensive pitch drainage improvement works. All school and Leisure Trust artificial pitches continue to be maintained by the council's appointed external contractor. Merkland track has undergone repair along with renovation of the long jump area and resurfacing. The team continues to complete burial services along with the interment of cremated remains and maintenance of all cemeteries. Street litter bin and street sweeping also continue, on a reduced service and bedding areas have been planted with summer planting. The Service has purchased 3 street barrows for street cleaning in town centres and assists Waste with the removal of tipped material at bring sites along with fly tipping clearance. Play park inspections continue along with repairs and removal of glass. The teams also continue to review and update Risk Assessments in light of the COVID-19 operational changes and respond to customer enquiries and open space service requests.

Streetscene Technical Support

Projects such as Kilmardinny House extension (stone boundary, paving and installation of a wedding gazebo), wildflower meadow pollinator Trails, Play park repair programmes and site investigation works for the Green Infrastructure project at Etive & Woodhill Parks have restarted as contractors are back on site following furlough. Two major play park upgrade contract awards are in their final stages for Lennox Park and Afton View, with work to commence on seeking third party funding for the upgrading of Bishopbriggs Public Park and Meadowburn Park, Bishopbriggs. Play Park repairs are being organised, including a major refurbishment of safety surfacing in a number of sites. A brief for contractors for the restoration of the Peel Park Bandstand in Kirkintilloch is awaiting publication to the Scottish procurement portal, which will complement the planned upgrading works of the play

park. The team is working with contractors to undertaken Pitch maintenance for artificial and grass pitches within schools and leisure trust facilities and maintenance of the KLR and BRR road verges. Officers have completed the re-naturalisation and re-diversion of the lade at Whitefield Pond, with minor additional planting for the new watercourse taking place. The team continue to respond to a substantial amount of tree and open space enquiries, enhanced and supported by open space and school tree surveys along with the organisation of site safety works and replacement planting. The Cemetery team is almost live with the implementation of a digitised Cemetery Administrative System and currently organising the final year of a 3 year drainage improvement programme at Old Aisle Cemetery. Development work continues with SEPA and stakeholders in regard to river restoration options for the Glazert, Allander, Luggie and Parkburn.

Mugdock Country Park

Mugdock Country Park opened to the public on 20th July, with restricted access to toilet and the visitor centre. The park has been extremely busy, with staff continuing to liaise with Major Asset colleagues regarding capital improvement works, namely replacement of the park's septic tank and the Barns project, drainage improvements and seeking repair of the walled garden/bandstand area along with reviewing current signage and fencing around the Quarry. Planning approval has been given for the building of an Observatory on site, which will provide a fantastic astronomical resource and support Citizen Science events.

EDUCATION, PEOPLE & BUSINESS: SERVICE UPDATES: Friday 28 August 2020

EDUCATION

All schools are operating well with the new arrangements in place. It is really good to see children back in school enjoying learning. The support from other Council services has been invaluable, particularly Facilities Management, Health and Safety, HR and Procurement.

The arrangements are being reviewed regularly at establishment level by managers and trade union or staff representatives. There is regular engagement with trade unions both teaching and non –teaching. There will be a meeting with Parent Council Chairs representatives next week and Head Teachers to review the arrangements.

There is a high level of absence with the usual colds and virus which are common when schools reopen; however there is a high level of anxiety when a child or member of staff is unwell. There are clear procedures in place if someone displays symptoms of Covid and outbreak management procedures with Public Health and Environmental Health if there is a positive case in a school or nursery. NHS has provided advice to parents on the Test and Protect system and we will work with schools and centres to ensure a balanced approach to managing the usual childhood illnesses with the risks of Covid. ***A copy of the letter issued to parents by NHS GGC on Thursday 27 August, together with a further letter from Education issued to parents on Friday 28 August is available on the Employee Zone on the Council's website.***

A directive has been issued by the Scottish Government on the wearing of face coverings in secondary schools and on school transport. Guidance has been issued to schools with a letter and leaflet to parents. Parents will be asked to provide their child with a face covering; but there will be a small supply of disposable face masks if a child forgets theirs. A small number of reusable face coverings will be available and these can be provided to pupils who cannot access one. The wearing of face coverings is one measure to reduce the risk of infection and it will be encouraged in the same way as school uniform. Care has to be taken in relation to children with additional support needs, particularly those with a hearing impairment or autism. They are not required in classrooms but adults and children can wear if they wish. All secondary schools have staggered entry to school and staggered breaks and lunches. This reduces the contacts between year groups and over-crowding.

All schools and centres are working to finalise their School / Centre Recovery Plan supported by the Quality Improvement Team. The main areas will be to develop digital learning and assessing and supporting learning loss. Digital learning is important as a contingency if children or a year group or a whole school is required to self isolate due to Covid.

The reopening of schools was a challenge but keeping them open is challenging for head teachers and staff in schools. We will continue to work with our schools to review the arrangements and make any changes that are necessary.

**ORGANISATIONAL
TRANSFORMATION**

Procurement Team

The Procurement Team continues to support tender and contract requirements across all services. The team is leading the purchase of the general and specialist PPE requirements within individual services/locations. The team continues to monitor supply chains on essential items.

The team has led the enhanced provision of touch-free hand sanitising stations to Primaries and Secondary Schools with a significant programme of deployment to schools over the past few weeks and this has been very well received by schools and staff.

Personal Protective Equipment (PPE) & Health & Safety

The Senior Health & Safety Adviser continues to support services in the preparation of Risk Assessment and associated PPE, aligned to Scottish Government and Public Health Scotland guidance. Services across Council, HSCP and EDLCT are continuing to comply fully with the latest Public Health guidance based on the activities performed.

Risk assessments have been developed and progressed through established governance structures for a number of services including Education, Roads & Environment, EDLCT Huntershill, Merkland, Libraries and various services within HSCP. Current engagement is taking place on the Leisure Centres, Property Services and Positive Achievements.

Work continues through proactive engagement with Head Teachers and Early Years. The team has also supported pupil risk assessments where these have been required.

Follow up visits to all schools are taking place supported by the Executive Officer to identify any additional requirements. FAQs continue to be updated to help clarify any further guidance required which has been highlighted by Head Teachers/Schools staff/Trades Unions. A number of guidance procedures and protocols have been developed and distributed to support the Health & Safety measures.

The team is working to develop the Health & Safety pages of the Employee Zone Website.

Social Work Commissioning Team

The team continues to support the HSCP and commissioned services throughout this time. Focus on the Business Continuity and Care Home Testing status continues to be a prime focus of the team.

Work continues with the team supporting the HSCP Mobilisation Plan for additional costs incurred for providers and Care Home Sustainability payments. Ongoing responses to Scottish Government requirements are a particular focus of the team at this time.

The team has also been engaged with the planning for reopening of Day Services as has been highlighted in a recent Technical Note.

Human Resources & Organisational Development

The team is continuing to support specific risk assessments and occupational health referrals for employees. Particularly related to COVID-19 and those employees who were previously shielding, this process has been helpful in ensuring that employees can safely return to work and have the confidence and support to do so.

The team continues to support Line Managers and employee questions/queries related to the Annual Leave guidance, including implications for those visiting countries subject to quarantine upon return to the UK, Home Working guidance and Individual Occupational Risk Assessment guidance to support managers and employees.

The team has also supported the extensive FM recruitment programme of Day Cleaners, seeking to make appointments as soon as possible to support the Assets & Facilities Teams.

The team has continued to support absence returns to COSLA and Scottish Government. Work is currently underway to develop additional, dedicated Employee Wellbeing pages on the Employee Zone within the Council’s website.

Business & Transformational Change

The team continues to support a number of Workstreams to support digital development at this time. The team are also supporting HSCP projects where required. The team will lead the transitional support to Childcare Providers working in partnership with Education to deliver the fund requirements in line with established criteria.

LEGAL & DEMOCRATIC SERVICES

Democratic Services

The team continues to support the Council’s COVID-19 civil contingencies response, supporting command structures at Council, local, regional and national level. Work is focused on the recovery phase, lessons learned and in support of Test and Protect. In addition, Members of the Team continue to attend meetings of LARGS in support of these matters and are working across the network to look at concurrency issues through a series of thematic sessions. These sessions seek to share development work and good practice in relation to issues that all Councils are having to revisit with a “COVID-lens” e.g. the impact of COVID on existing civil contingency arrangements for bad weather and other business as usual civil contingency events. As part of this, the Team is reviewing the Council’s current civil contingency arrangements to identify necessary changes or supplementary requirements in light of COVID-19.

In addition to the above, work has commenced on detailed planning for a recurrence of COVID in the winter months. Regular meetings are taking place at a Greater Glasgow & Clyde LRP level to look at subject specific issues e.g dealing with additional deaths so that there robust plans in place which can be activated if necessary.

The Team continues to be involved in the strategic management of Registration Services at a local and regional level to inform the national picture regarding the management of additional deaths during this pandemic and working with partners to support a Greater Glasgow & Clyde-wide

response. The registration of births and marriages/civil partnerships has been supported by colleagues in Legal Services and has bedded in well, and progress is being made in addressing the significant backlog of birth registrations. In addition, the Team is feeding into discussions at a regional and national level which seek to embed some aspects of the move to remote/online registration where possible and practical to do so.

The current Scottish Government roadmap for the easing of restrictions has now resulted in clearer guidance for some marriages and civil partnership ceremonies being reintroduced. As a result of significant support and assistance from colleagues in Customer Services, Facilities Management and Health & Safety the Team now has appropriate risk assessments and procedures in place to commence ceremonies. At present, Kilmardinny remains closed and so ceremonies are taking place at 21 Southbank Road in the first instance. To date, the Registrar has conducted two marriages including a special dispensation ceremony which was arranged at very short notice due to illness. Focus has now turned to citizenship ceremonies and further details will be shared with Members in the next week or so.

Notwithstanding the pause in some of the workstreams around Care for People and Shielding, the Team continues to work to support governance matters and civil contingencies input in relation to Outbreak Management & concurrency issues as more services are “switched back on”, and is supporting colleagues in Place and Community Planning in these efforts locally and nationally. In addition, the Team continues to participate in work to capture the events of the last few months from a civil contingencies perspective, as part of a local, regional and national “lessons learned” exercise. Over recent weeks there has been increasing correspondence around EU Exit Planning and this is now emerging as yet another of many corporate risks, requiring the attention of the Council as regional, and national agencies (WoSRRP & CoSLA) begin to activate existing regional planning groups. Work to prepare for a no deal EU Exit will start to take up more officer time over the coming months.

Members will be aware that work has commenced on preparations for the Scottish Parliament Election scheduled for May 2021. This planning also requires additional attention as a “COVID-lens” is applied to conventional election workstreams on a local and national basis. Further Technical Notes will be issued and reports submitted to Council as this work develops.

The Team continues to work with ICT on the further development of remote video meetings to support the Council’s governance arrangements and decision-making. Members of the team, with ICT are developing guidance, processes and training for the administrative arrangements and other processes that will be necessary to support remote meetings going forward. In addition to the Council meeting on 20th August, meetings of the Planning, Licensing and Civic Government Appeals Boards have taken place. Also, arrangements are being finalised for a series of Local Review Body meetings, with the first of these taking place on 2nd September. Moreover, the team is preparing for a series of virtual Committee meetings between October and December. Whilst the bulk of the Council’s Placing Request Appeals hearings have taken place, the Team continues to deal with the after effects and is responding to a number of queries and requests for information. In addition, planning is about to start for a further series of meetings of the Placing Request Appeals Committee to consider late appeals.

Throughout the pandemic, the Team has continued to support the Children’s Panel Hearings process and continues to work with the Area Support Team, Learning & Development Committee, Scottish Children’s Reporter Administration and Children’s Hearings Scotland via remote video meetings. The annual Panel Member recruitment process that, normally takes place between August to October, has been continued to January to February 2021.

Information Management

The team continues to support to services in relation to information management, data protection and data sharing, which are critical in these circumstances and has supported various services in the ongoing development and amendment of Privacy Notices and Privacy Impact Assessments

for new workstreams and the establishment of information sharing agreements and protocols which assist the Council in its work to protect some of the most vulnerable residents. In addition to supporting the Council's postal mail services, the Team has been busy with print activity in support of the return to school and new devices were successfully installed in all schools in advance of the new session commencing. Work remains on going in response to a significant request for information received from an external enquiry body and further generic and individual specific requests are anticipated.

In addition to the above, the Information Management Team is working closely with the Chief Solicitor & Monitoring Officer in relation to Freedom of Information, given the expected increase in number of FOI requests as a result of the pandemic and the Team is supporting services with these. Also, there continues to be an inordinate number of requests across the organisation from 2 or 3 Scottish Parliament researchers which are placing considerable strain on services at a time when resources continue to be stretched in managing the consequences of COVID-19 and re-establishing service provision. Work is being undertaken to collate the volume and types of request currently being received, given the impact on service delivery and resources.

SMT Support & Members Support Teams

The SMT Support team are working with the CMT and SMT to assist in the re-introduction of services across portfolios and continue to support other areas of the wider service and beyond as required. The Team continues to support the CMT, SMT and Departmental Management Teams with processes for remote meetings, production of Committee Reports and Elected Member Technical Notes. The Members Support Team also continues to support Elected Members.

Legal Services

Many of the Legal Services team's resources have been dedicated to guiding the Housing and Major Assets services through the negotiation and conclusion of the Council's capital projects including in respect of Allander and Boclair Academy as well as Kirkintilloch Community Sports Hub. In particular, the last few weeks have required intense support in respect of the former Tom Johnstone House site project and Nithsdale demolition which have each brought some complex contractual and legal issues.

The Commercial Team continues to closely advise Education in respect of the changes to the Early Years provision (particularly in relation to partner providers) and, due to further recent changes in provision, is now ensuring that these are adequately captured contractually to ensure high quality delivery of services from providers on terms which can be relied upon and enforced if necessary.

Further resource continues to be dedicated to interpreting, assessing and, where necessary, optimising or protecting the Council from the impact of the pandemic on its legal interests, the ripples of which are still emerging. One particularly busy area of work is in relation to the various grant offers which the Council is receiving. Each grant comes with terms and conditions which the Team assesses and then advises the relevant service in relation to any potential risks or performance/reporting requirements. This work can often be challenging - whilst the terms and conditions are not overly complex, the volume and increasingly short turn around times within which the grant has to be accepted in order for the Council to access funds can at times impact on other work.

On top of this, the Commercial team is endeavouring to carrying out its "business as usual" activities where required in support of a Council priority.

These include land transactions and commercial agreements which seek to improve the Council's position.

In respect of litigation, court work is restarting with some "in person" hearings in the team's diary for the coming weeks, in particular, in relation to social work issues. The ongoing video hearings are continuing for matters which make this possible including in relation to housing and employment actions. The Team continues to support the Council's services in the management of various complex matters which are currently at the pre-litigation stage, in an effort to mitigate effects on the Council.

The Council's licensing function has all but resumed, with applications and processes available for all forms of licensing, excepting Public Entertainment Licences (PELs). As previously reported, the reopening of outside drinking areas has resulted in the development of new processes and has seen an increase in applications for occasional licences. Support continues to be provided across a number of services so as to support affected businesses and, in the main, this is working well. As reported previously, online forms and automated processes have been introduced for liquor licensing and all forms of civic government licensing (excepting PELs). This represented a significant amount of work effectively automating processes and forms in less than a month and the support of colleagues in Customer Services, Change Team and ICT was critical. The processes are such that an efficient and robust licensing service can now be delivered with minimum face to face contact. These processes have now been operating for several weeks and appear to be working well. Work is well progressed on the reintroduction of PELs, to complement the recent changes in lockdown restrictions announced by the Scottish Government, and this will be completed within the coming weeks. A further Technical Note will be issued with more details of the new arrangements.

A significant amount of work has been dedicated to the resumption of quasi-judicial boards. In conjunction with colleagues in Democratic Services, a programme of Licensing Boards and Civic Government Appeals Boards is now in the diary with virtual meetings taking place this week. Applicants for licences and their representatives have joined virtually and the meetings are held in public, where appropriate, by virtue of Youtube.

Legal Services continues to provide significant support to the Education Service. Following conclusion of the main Appeal Hearing sessions, the Team is preparing for appeals to the Sheriff Court, including some pre-litigation activity already ongoing. Should any of the appeals proceed to the Sheriff Court then substantial resource will be required in preparing for and conducting proofs. In recent years, the Council has had the highest number of appeals per capita of any other local authority and early indications suggest that this year will follow that trend.

Legal services have recently been involved in defending the Council and mitigating the financial impact in respect of issues which are confidential in nature but which could have had serious repercussions on the Council and its finances.

The team provides close support to colleagues in social work in respect of sensitive matters involving children, families and vulnerable adults some of which are particularly pressing at the current time.

As always, the team provides strategic advice and support to its colleagues in other services on the full range of legal issues currently and normally facing the Council. At the moment, that is particularly complex and resource intensive.

**CUSTOMER &
BUSINESS SUPPORT
SERVICES**

Customer Services

The Emergency Response Centre continues to provide customer support 24/7 for the hour care alarm service, CCTV monitoring and emergency communication across services out of hours as required. The wider Customer Services team is responding to increasing numbers of daily enquiries, particularly relating to the reintroduction of services through the Covid-19 Recovery Phase. There have been considerable volumes of enquiries ahead of schools reopening this week, in relation to arrangements and to school clothing grant and free school meal applications. Call volumes and email enquiries are significantly higher than previous months. Across phone and digital channels, call response times and email response times remain good and well within target. Considerable resource has been applied to processing free school meals/school clothing grants ahead of the new school session and progress is being made on reintroducing licensing with much of the process now automated and face to face appointments minimised to the final stage prior to the issue of taxi licence plates and badges. Legal & Democratic Services have now launched the updated approach to taxi licence applications and renewals with an appointment based system for the final steps.

Registration services (provided by Customer Services)

Registration services continue a 5-day service delivery during the Covid-19 Recovery phase. The Assistant Registrars are continuing to progress the backlog of birth registrations in line with the timescale committed on the Council website. Death registration continues to be delivered remotely and work is progressing with Democratic Services colleagues on the reintroduction of ceremonies for marriages and civil partnerships.

Communications

The focus for Communications continue to be supporting the reintroduction of services. There have been high volumes of media enquiries in relation to school exam results and to schools reopening over the past few weeks. Communications support continues to be provided to all Council services and to the HSCP and EDLC Trust, over 7 days where required. Emergency communications were provided in relation to the extreme weather and resulting flooding/road closures last week. Regular updates continue to be provided to the Council website and clear messaging is being issued through social media in relation to Council services and the national key messages from partners. Key communications priorities over the past few weeks have included:

Exam Results (4 August):

<https://www.eastdunbarton.gov.uk/news/results-day-east-dunbartonshire-pupils>

Virtual Kirkintilloch Canal Festival (3 August):

<https://www.eastdunbarton.gov.uk/news/surfs-virtual-kirkintilloch-canal-festival-celebration-offers-online-fun>

Schools to fully reopen to pupils on 12 August:

<https://www.eastdunbarton.gov.uk/news/east-dunbartonshire-schools-fully-reopen-all-pupils-wednesday-12-august>

Support for recruitment through marketing key roles in the organisation as part of the Council's approach to Covid-19 recovery is also a current priority.

Health and Safety Advisers:

<https://www.facebook.com/edunbartonshirecouncil/photos/a.309029762503048/4148403611898958/>

Cleaners and Quality Assurance:

<https://www.facebook.com/edunbartonshirecouncil/photos/a.309029762503048/4102292106510109/>

<https://www.facebook.com/edunbartonshirecouncil/photos/a.309029762503048/4097284563677530/>

The image contains three recruitment posters for Ed Dunbartonshire Council. The first poster is for a Health & Safety Adviser (2 FTE Permanent and 2 FTE Temporary), highlighting the need for health and safety expertise in schools. The second poster is for a Facilities Assistant - Assets & Facilities (Temporary), focusing on cleaning roles and the need for a positive attitude. The third poster is for Quality Assurance Roles - Assets & Facilities (Temporary), emphasizing the importance of quality assurance in schools. Each poster includes a 'Are you ready to join our team?' section and contact information for applications.

Corporate Performance & Research

The Corporate Performance & Research Team continues to support data collation and analysis across services to support national Covid-19 reporting, with reporting frequency now reducing in some areas. Quality assurance work and data cleansing also continues across the data systems used for returns with improvements being implemented. The LGBF return is being finalised in preparation for submission to the Improvement Service with final detail for the narrative being concluded.

Shared Services

Shared Services continues to provide support to the shielding and vulnerable members of our community through answering the calls to the local Shielding Helpline (0141 777 3345) and the National Helpline (0800 111 4000). The Transport team have been liaising with operators and schools to ensure that transport is in place for both mainstream and Additional Support Needs. Shared Services are also continuing to provide support to Social Work including minute taking and webex meetings for conferences.

Revenues & Benefits

The team is still dealing with high volume of caseloads, although there has been a significant drop in numbers for the Team from 21,000 to 14,500 cases over the last two weeks. The team has engaged with Sheriff Officers to reinstate debt recovery through soft letters and has also been processing rates appeals for the retail, hospitality and leisure sectors as well.

ICT

The support teams continue to provide hardware and software support to both corporate and education users. The return of the schools after summer always generates additional activity and this year has been more challenging, with the team resolving around 1600 calls in August so far.

The team continues to support corporate users predominantly working from home and have completed over 1100 calls this month. The ICT Service is currently working with Education and Business Change colleagues to distribute over 800 Chromebooks and 200 ipads to school pupils to support digital learning.

FINANCE & AUDIT

The teams are working to finalise Finance reports for consideration by Council on the 1 October. These Reports are key to tracking early expectations of additional spend against that currently reported within services. This is important for the Council's General Fund, Capital and Housing. Work is ongoing to review all planned reports including any that have associated financial implications.

Similar to other finance updates the teams are, with the exception of working arrangements, back to a level of normality. Finance Teams continue to provide support in a number of areas and have delivered a number of statutory notifications, CoSLA returns, consulted on distribution methodologies, worked on supplier sustainability in a number of key areas, provided analysis within funding streams and consulted on VAT changes. The teams have also supported the development of new and revised business processes including income management for licencing, financial governance within sustainability payments, revised audit requirements, refreshed COVID cost capture & reporting, consistency checking, treasury management and cash flow. These work streams continue alongside existing planned arrangements. Specific Updates for teams include

Accounts, Technical & Debt

The team has finalised all the Newly Self Employed Hardship Fund and Bed & Breakfast Hardship Fund applications and sent the final return to the Scottish Government. We are working on the last few applications outstanding for the Business Grants schemes. Other work includes:

- Year-end - continuing engagement with Audit Scotland on the audit of the Council's accounts, liaison with EDLCT.
- Systems - working with consultants on the health check of the Oracle ledger system, continuing work transforming income systems to assist with the Covid response and wider transformation.
- Returns - meeting requirements of Scottish and UK government for annual and Covid returns (business grants) and benchmarking.

General Revenue

The team continues to work on COSLA returns with revised submissions for income and education sitting alongside consolidated COVID spreadsheets (for both Council and HSCP). Ongoing financial monitoring is reaching a level of normality albeit with the added complexity of how to present the respective ins and outs over the first reporting period. Work continues within education to align new staffing requirements to changed funding arrangements. In addition work within the 1140 and PEF expenditure is ongoing to ensure that any headroom can be used to accommodate additional Covid pressures. Further work is being specified to look at payment requirements within transport contracts as well as additional grants work required within the support for people. With such a large number of grant extensions, revisions or new allocations (totalling 21 different awards over 7 different outcomes) work is ongoing to support services to ensure that spend is aligned and eligible.

Capital, Housing & Treasury

Following the treasury management outturn report being completed reported to Council the work is ongoing to finalise the Treasury Management Strategy for a future Council meeting. This will be challenging given the impact of COVID on current Council operations and the need to borrow. The team continue to support the work of the Glasgow City Region and the Council's project with regular attendance at the finance meetings to inform

the work of the Chief Executives and internal city deal meetings . The team continue to work with brokers and Link to support the development of the future capital programme and timing in relation to the current programme of work.

Internal Audit and Fraud

The internal audit team continues to progress the internal audit plan and to provide targeted support. Ongoing audits include: benchmarking data for the 19/20 Local Government Benchmarking Framework, HSCP Financial Planning and additional Covid related costs claimed by HSCP providers. Internal Audit are also finalising the audits of business grant appeal cases, have provided support by auditing the Director of Finance accounts and continue to provide advice to services on controls when requested. Auditors are also liaising with services to complete audits and associated action plans where this was delayed due to the Covid response.

HEALTH AND SOCIAL CARE PARTENRSHIP (COUNCIL DELEGATED SERVICES): SERVICE UPDATES: Friday 28 August 2020

HSCP Business Continuity & Recovery / Transition Planning

The Health and Social Care Partnership continues to operate to its Business Continuity Plan and Covid-19 specific annex, which includes additional detail in areas including service prioritisation, team consolidation and merging, public protection, commissioned services, capacity and communication, albeit levels of direct intervention and support to vulnerable and at risk people have been increased where possible and safe, in line with national guidance. The HSCP’s risk register has also been updated to take account of current business continuity aspects. Reporting is undertaken through the HSCP’s fortnightly Local Resilience Management Team. Virtual management team meetings have also been established and the HSCP Board resumed business from its June 25 meeting, albeit by virtual means.

In line with the Council’s COVID-19 Strategic & Operational Planning, the HSCP Recovery and Transition Planning arrangements have been developed, supported by tools to assist services and teams. This work takes account of the likely continuation of business continuity and contingency over an extended period of time, but aims to ensure that these interim arrangements work as well as they can. They also aim to ensure that services prepare well for the potential scenarios that lie ahead in terms of pandemic planning, such as a second wave of the virus and/or significant winter pressures. A key additional challenge now is planning for the roll out of the annual Flu Vaccination programme which this year will be made available to approximately double the number of people in the community than usual due to a lowering of the age range (c.22000 people). Service Recovery and Transition Plans are updated iteratively in line with the phased Route-map and the development of more detailed guidance. Cross-cutting issues, such as congregate services and workplace are being taken forward by SMT leads, in conjunction with Council Executive Officers in line with the latest Scottish Government and Public Health Scotland guidance. As described, our recovery planning involves surveillance and planning on the potential of further Covid resurgence locally and its potential impact on HSCP service delivery and the HSCP’s part in the *whole system* of health and social care

Arrangements for personal protective equipment (PPE) continue to be in place for all services that require it and the PPE Hub that was previously established continues to operate effectively providing a source of supply to social care services in the area, regardless of who they are operated by, as well as self-directed support personal assistants and unpaid carers. PPE requirements in care services will be a feature long term and we are working to relocate the PPE Hub from its current setting at the Kirkintilloch Leisure Centre to a different site, in order to allow scope for leisure services to resume in line with agreed plans.

<p>Public Protection</p>	<p>Public protection work, which includes child and adult protection, drug and alcohol services, and a range of justice services, continues to be delivered. The Public Protection Chief Officers Group (COG) has been temporarily revised to introduce more frequent meetings, but with an agenda narrowed to focus on key areas of risk.</p> <p>The Public Protection Leadership Group established at the outset of our Covid-19 response has continued to meet fortnightly and reports directly to COG. The groups ensures there is management oversight of all operational matters and statistics relating to Public Protection. As there is a requirement to report statistics to the Scottish Government, our data is reported and analysed at this forum prior to submission. This group has included work to support early release of prisoners in collaboration with Housing services.</p> <p>Practices and processes for protection functions are updated in line with revised national guidance and the contents of the Coronavirus (Scotland) Act 2020. The Covid-19 Annex of the HSCP's Business Continuity Plan sets out the Business Continuity arrangements that have been put in place for public protection functions. A specific public protection covid-19 risk register has also been developed to support ongoing work. Items of concern are noted and escalated to COG. It that been observed that protection referrals have returned to pre covid rates and in some cases are now in excess of this.</p>
<p>Service Delivery Impacts</p>	<p>Most social care services continue to be delivered on a business as usual basis e.g. statutory assessment and supervision services, care at home and residential care, although the way that these services are delivered has been impacted by social distancing constraints. Initially a number of services had been suspended or reduced in line with social distancing requirements such as day services, group work, overnight residential respite and Unpaid Work. Many of these fall into the category of congregate services, which was the subject of a separate Elected Member Technical Note issued on 11 August 2020. Where services were stopped or closed during lockdown, they are now preparing to recommence in line with national guidance and appropriate risk assessments on an individual needs-led basis. Guidance in relation to day services is anticipated by 31 August 2020 and guidance in relation to respite care on 7 September 2020. Alternative services have been provided where possible, with families and informal carers also stepping in to provide increased levels of support. Voluntary support has also been arranged to provide ongoing contact and monitoring of need. The previously reported gradual increase in request for services is now becoming a sustained upturn in referrals. The HSCP is working with EDC colleagues to consider the necessary risk assessment, trades union negotiation and practical amendments to enable more direct work with customers to resume as the waiting lists for service continue to rise.</p>
<p>Assessment and Care Management</p>	<p>The main Social Work Assessment and Care Management Teams continue to deliver their statutory services, mostly working from home, with physically distant customer contact wherever possible Contact and Monitoring is being maintained through digital mechanisms and phone calls wherever possible, whilst fulfilling the requirements of statutory orders and public protection requirements, although in line with Scottish Government guidance face to face contacts for the most vulnerable and at risk has been increased. The Persons at Risk Database (PARD) that was been established to identify HSCP service users requiring ongoing contact during the Covid-19 response time period continues to be actively used. Numbers on the PARD remain static at around 5700 people. Those who do not receive a direct and ongoing care package e.g. home care, are contacted on a frequency that is defined by the assessed level of risk to their welfare and levels of need. We are seeing an incremental increase in referrals across services week by week, with numbers now at and in some cases in excess of pre COVID levels.</p>
<p>Direct Services</p>	<p>All of the Council's in-house social care services continue to operate, with the exception of day services - Kelvinbank Day Service and Milan remain closed with staff providing cover into the care at home service. The Outlook and Outreach services operate an emergency response to families and individuals in crisis. The appropriate reconfiguration of day care services for the future to comply with social distancing requirements will be a challenge. The East Dunbartonshire HSCP Chief Officer has assumed the lead for a pan-GG&C Day Services Working Group to support sharing of information, good practice and practical considerations with neighbouring areas. The first meeting of this group being Friday 14 August.</p>

Testing for Social Care Staff	<p>There is access to testing for all social care staff who are symptomatic or who are isolating due to sharing a household with a symptomatic family member. This testing is available regardless of who the staff member is employed by and includes the third and independent sector registered services. The referral link has been shared with all registered service providers and in house service managers. In addition to the testing that has been rolled out to all care home residents and staff (services for older people and others such as mental health and learning disability services) where an outbreak is confirmed or suspected, as well as on a weekly rolling programme. The national testing strategy continues to develop and we continue to respond to any new requirements this brings. Re-opening of schools has increased demand on covid testing, which has had a knock on effect on turn around of provision of results, which is proving challenging for timescales for required assurance processes within care services.</p>
Support to Care Homes	<p>A high level of support continues to be provided to care homes. Enhanced clinical support from the HSCP has been scaled back to a 5 day a week service in line with recovery planning, but can be scaled up as required. In line with Scottish Government requirements the HSCP has in place a daily safety 'huddle' to oversee the position of each local care home and is supporting care homes to move to the new national Digital Daily Huddle. Testing of care home residents and staff is closely monitored through the daily safety huddle.</p> <p>A Large Scale Investigation under the Adult Support and Protection (Scotland) Act 2007 continues into care at one facility in the area.</p>
Support to Home Care	<p>A shared 'Commitment to Care at Home' has been developed and signed off through the pan-GG&C Care at Home Group. The commitment clarifies the shared approaches to maintaining service delivery, support to frontline staff, guidance around the use of PPE, and access to enhanced clinical support and/ or training. The pan-GG&C Care at Home Group is now looking at how to have a shared approach to the reintroduction of care to people who had declined service during the peak of the Covid-19 outbreak, centred on reablement and the application of eligibility criteria. The intention being that all 6 areas are broadly in step, recognising their own specific local policies and Council position around recovery.</p> <p>The Care Inspectorate have launched a desk top inspection of care at home and housing support services and our statement and evidence has been submitted and scrutinised (including via an HSCP/Care Inspectorate virtual interview which took place on 31 July 2020). The inspection, which is taking place across all areas, will report to Scottish Government in August 2020 which indicates that it is seen as a priority for scrutiny. At the time of writing this final report had not yet been produced.</p>